



Tips for a successful interview

Step one - Define expectations.

Decide what you expect from your worker. Think about the following areas before writing a job description:

- *Punctuality*
- *Attendance*
- *Honesty*
- *Schedule of work*
- *Qualities you are looking for*

Step two – Write a job description.

Write down all tasks you expect your worker to do. Remember that you cannot expect a worker to do tasks that aren't on your service plan or assessment. Make sure your list matches what is included in your service plan or CARE assessment. Examples include:

- Daily personal care, such as bathing, dressing, toileting, transfers, personal grooming
- Weekly household help, such as meal preparation and clean-up; household chores
- Monthly shopping for medical supplies
- Transportation to monthly doctor appointment

Step three – Find available workers.

Call the Referral Registry at **1-800-970-5456**. The Referral Registry is a database of people who have already passed a background check and are willing and able to work.

Step four – Screen potential applicants.

Avoid interviewing people who do not meet your needs or aren't qualified for the job. Do the following:

- *Confirm name, address and phone number*
- *Give brief description of hours and duties*
- *Tell them about your expectations*
- *Arrange for them to fill out an application before a scheduled interview*
 - *Feel free to ask your Referral Registry Coordinator for a application form*
- *Tell them you'll conduct reference checks*

(Continued)

Step five – Interview candidates.

For your own safety, avoid interviewing people you don't know in your home (if you can't leave your home, ask a friend or family member to join you). Choose a safe environment or public place, such as a library, an Independent Living Center or social service agency, a restaurant or mall to conduct the interview. Suggestions for a successful interview include:

- Prepare all interview questions in advance
- Ask all people the same interview questions
- Ensure the candidate looks neat, clean and presentable
- Try to determine if the candidate is comfortable around you; do you feel comfortable around them?
- Ask for at least three references

Step six – Check references.

Be sure to verify the applicant's information for accuracy. When checking references:

- Give the reference a brief description of your position
- Ask how long the person was employed, or how long the reference has known them
- Check absenteeism and dependability
- Find out if the person handled money, does the reference consider them honest?
- Ensure the person can work independently
- Determine that the person can take supervision and criticism
- Ask how the rapport was between the person and their co-workers and/or supervisor
- Determine why employment ended
- Ask if the reference would re-hire the person.

Step seven – Make an offer.

- Agree on days and hours the person will work
- Ensure the worker knows the correct hourly rate
- Inform the worker that they are covered by workers compensation (*for more info, call Home Care Quality Authority at 866-580-4272*)
- Tell the worker they will be eligible to apply for health insurance after working for 86.6 hours for three consecutive months (*for more info, call Benefits Solutions, Inc. at 866-771-7359*)
- Remind the worker that union dues will be deducted from their paychecks (*for more info call Service Employees International Union, Local 775 at 866-371-3200*)
- Department of Social and Health Services withholds Social Security and Medicare taxes. They also pay unemployment taxes (*for more info call the DSHS Tax Information Line at 360-664-5830*)
- The worker is responsible for federal income taxes.
- All mandatory training must be completed within required timeframes.

Step eight – Notify case manager.

- Make sure your case manager knows who you have selected
- Workers cannot begin working for you until they have a signed contract with the Department of Social and Health Services AND they have met with your case manager to review your service plan or CARE Assessment
- If you need to terminate your worker's employment, be sure to contact your case manager immediately.